
Public Comment in Support of PSC DHRPSC0006234

From Darcy Bender

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To CivilService, Civil (CSC) <civilservice@sfgov.org>

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Dear Commissioners,

I am writing in support of PSC DHRPSC0006234 as someone who has been on the core PermitSF implementation team since October 2025. I have been in the working sessions, watched permits go live, and seen firsthand what this implementation is doing for front-line staff and the public.

I am also a member of IFPTE Local 21, and I want the Commission to know that the union's letter does not reflect the views of all its members. I am writing personally because I feel a responsibility to offer a different perspective from someone doing this work every day.

The Commission's role here is to determine whether the professional services in this contract displace work that City employees can and should perform. Questions about which vendor was selected, and how, are outside the scope of this review and are better addressed through other channels. From my direct experience on the implementation, the answer to the question before this Commission is no, this work does not displace civil service employees.

What the vendor's implementation team brings is something no one on the City's team currently has: deep cross-jurisdictional experience configuring this platform across many government agencies, including others in California navigating the same state programs we are. When I am in a working session with their team, they are not just executing our requirements. They are telling us what has worked in other cities, where similar implementations have broken down, and what their customers have learned the hard way. That institutional knowledge lives in the vendor. It is not something a City IS Engineer could replicate simply by getting access to the platform.

Many City employees are genuinely embedded in this work. Dozens of front-line staff across multiple departments have sat in discovery sessions, reviewed configurations, flagged problems, and signed off on what gets built. Their expertise in how permitting actually works is what makes the platform useful. The vendor handles the initial configuration for launch and trains City staff throughout that process so that we can own and manage the system going forward. Those are complementary roles, not competing ones.

We have launched multiple permit types in a matter of months. Anyone who has worked in City technology knows how remarkable that timeline is. The public who apply for these permits and the staff who process them every day are already experiencing a difference. That momentum is real, and it is fragile. Further delays to this contract put it at risk.

I respectfully urge the Commission to approve PSC DHRPSC0006234.

Best,

Darcy Bender, Technology Expert